

UNIVERSITY OF HAWAII AT MANOA LIBRARY

(Figure 1)

INTRODUCTION

The University of Hawaii at Manoa Library supports the teaching, research and service mission of the Manoa campus of the University of Hawaii (UH), a land-, sea-, and space-grant institution. UH Manoa is a research university of international standing and the flagship campus of the University. It is classified as a Carnegie Doctoral/Research University-Extensive institution. It offers a comprehensive array of undergraduate, graduate, and professional degrees through the doctoral level, including law and medicine; carries out advanced research; and extends services to the community.

The University of Hawaii is the only public system of post-secondary education in the State of Hawaii. Comprising ten independent university and community college campuses, an employment training center, and five education centers located on six islands, UH has 2,900 faculty and an enrollment of approximately 45,000 students, including 3,000 from more than 80 countries outside the United States. The University receives nearly \$250 million in extramural funding annually. In 2002, more than 17,000 people are enrolled in courses offered by the UH Manoa campus, studying toward bachelor's degrees in 88 fields of study, master's degrees in 87, doctorates in 53, first professional degrees in law and medicine, and a number of certificates. In

addition to supporting the mission of the Manoa campus as its primary responsibility, the Library is a resource for all students and faculty of the University, and for the citizens of Hawaii.

UH Manoa Library is the largest, and only research library in the State of Hawaii. It has been a member of the Association of Research Libraries since 1976 and ranked in 68th place among the 113 university library members in 2001. In addition, it holds membership in the Research Libraries Group, the Center for Research Libraries, the Coalition for Networked Information, and the Council on Library and Information Resources. The Library's holdings include more than 3,100,000 bound volumes, six million microform units, 251,000 cartographic map items, and 50,000 audiovisual items. The Library subscribes to about 24,000 worldwide serial titles and adds more than 70,000 bound volumes annually. Library expenditures total more than \$13,000,000 per year, of which approximately \$6,000,000 is for materials acquisition.

The Library's full-time equivalent (FTE) staff of 143 includes 56 librarian faculty and professional staff and 87 support staff. Approximate 68 FTE student assistants are employed as well. UH faculty and staff, excluding executive and management staff, are unionized. Librarians are members of the UH faculty union, the University of Hawaii Professional Assembly. Professional and Civil Service staff are members of the Hawaii Government Employees Association. Librarians in permanent, full-time positions are eligible for tenure.

FOUNDING AND HISTORY OF THE LIBRARY

UH was founded in 1907 as the College of Agriculture and Mechanic Arts of the Territory of Hawaii. Later, in 1911, its name was shortened to College of Hawaii, and in 1920 it became the University of Hawaii. In 1972, the main campus in Manoa Valley became the University of Hawaii at Manoa to distinguish it from other units in the growing UH system.

The Library began in February, 1908. Ms. Caroline Green was the first Librarian. By the end of the first year of operation, the Library contained nearly 5,000 volumes and 7,000 pamphlets. Most of these pamphlets were U.S. Federal documents. Under the U.S. Public Printing Law of March 1, 1907, all land grant colleges were constituted as Federal documents depositories. Three years later, in 1912, when the College moved to permanent quarters in Manoa Valley, the Library was assigned two rooms in the first building on campus, Hawaii Hall. Information about the development of the Library through the early 1970s was published in the 1973 edition of *Encyclopedia of Library and Information Science*. (1)

Library Automation and Information Technology

Much of the Library's more recent history is related to the development of services based on information technology. The provision of such services began in 1973 when the first online search of the MEDLINE database was conducted in the Library. The introduction of the first major computing and telecommunications technologies, in support of cataloging and interlibrary loan processing, occurred in 1979 under the direction of University Librarian Don Bosseau. At that time the Library became a contributing member of the Online Computing Library Center, Inc. (OCLC), a national source of bibliographic records and an electronic

interlibrary loan

network. A primary objective of introducing the new technology was to acquire machine-readable bibliographic records for the Library's holdings so that the records could become part of an online public access catalog (OPAC) when a local automated system was procured for the Library. In 1981 the first book was barcoded in preparation for the future catalog.

Under the direction of University Librarian John Haak (now Hawk), the second phase of library automation began in 1983 when the Library developed specifications for an innovative, integrated online system capable of supporting all major library functions, including cataloging and database maintenance, OPAC, circulation, ordering, and receiving. Site preparation and initial hardware acquisition began in early 1984, and that summer the cataloging module of the ALOHA system became operational. The OPAC was introduced to the public in 1986; and the circulation system, which included charge, discharge, and automatic notices and billing, became operational in 1987 after years of barcoding and linking bound volumes to bibliographic records. In 1988 dial-in access to the OPAC from campus and off-campus sites was introduced.

(Figure 2)

In addition, during this second phase over one million bibliographic records, representing more than half of the holdings of the Library, were converted to machine-readable form. Automated serials check-in began in 1989, and in the same year, the holdings of the Manoa campus' School of Public Health Library were added to the UH Manoa Library's database. The Library expanded its access to information by joining the Research Libraries Information

Network (RLIN) in 1985. The RLIN system continues to be used to contribute and acquire bibliographic records for

Chinese, Japanese, and Korean vernacular materials. The Library also began to provide access to its OPAC by private and public institutions, government agencies, private companies, and individuals in the State of Hawaii. To enhance its reference services, the Library began using single-user CD-ROM databases.

The third phase of automation began in 1990 when the library signed a contract with the Colorado Alliance of Research Libraries (CARL) to acquire its integrated online library system. The benefit of this change was that CARL included networking capabilities that would link the Library and its users to local, regional, national, and international databases and information services for resource identification and document delivery. During this phase, the last major conversion project of cataloged monographic collections added 350,000 records to the database. Serials record conversion, including conversion of Asian serials, was completed as well. With the migration to CARL in 1991, the Library began managing a full-scale, in-house mainframe computer facility, as well as a complex data communications network. That same year the Science and Technology Reference Department began operating the first CD-ROM LAN workstation in the State of Hawaii.

In 1991, the Hawaii Pacific Journal Index was created as a separate CARL database. This index to about 100 journals published in or about the Pacific region provided access to articles not generally available in other reference tools and quickly became popular with students and faculty of Hawaiian and Pacific Islands studies. Journal article information was input into the CARL system as part of the serials receiving process in the Library. Today, the Index is part of the Hawaii Voyager system described later in this section.

The fourth and current phase of automation began in 1998 when the Library started investigating alternatives for dealing with the Year 2000 computing issue in regard to the CARL system. Realizing that the cost of upgrading CARL could be nearly as high as buying a new, and possibly more advanced system, the Library decided to investigate products available in the library automation marketplace. Six integrated library system vendors were invited to visit the University to demonstrate their systems in 1998. A request for proposals (RFP) was issued in mid-1999 and an agreement was signed with Endeavor Information Systems, Inc. for its Voyager system in 2000. Migration of UH library records from CARL to Voyager was completed at the end of 2000 and the new OPAC, called Hawaii Voyager, became available to the public at the beginning of 2001. The migration of the Hawaii Pacific Journal Index, the last of many CARL databases to migrate to Voyager, was completed in early 2002.

Databases available in Hawaii Voyager include Libraries of the University of Hawaii System, containing the holdings of all UH campus libraries and incorporating the Hawaii Sheet Music Index (<http://uhmanoa.lib.hawaii.edu/>); Bishop Museum Library (not yet public); Hawaii Medical Library (<http://hml.lib.hawaii.edu/>); Hawaii State Archives (<http://statearchives.lib.hawaii.edu/>); Hawaii Pacific Journal Index (<http://libweb.hawaii.edu/uhmlib/databases/hpji.html>), and Trust Territory of the Pacific Islands (<http://trustterrapacific.lib.hawaii.edu/>).

Electronic Resources

The Library subscribes to a wide range of electronic full-text and indexing services, including Academic Search Premiere, Cambridge Journals Online, EBSCOhost, Expanded Academic Index, JSTOR, Project Muse, ScienceDirect, OCLC FirstSearch, Web of Science, and many other databases, electronic journals, and electronic books, such as University of Hawaii Press books. Selection of electronic information resources is coordinated by the Library's Electronic Resources Committee and managed by the Electronic Resources Librarian. Electronic resources are listed on the Library web site, (<http://libweb.hawaii.edu/uhtmlib/databases/dbinfo.html>)

MAJOR BENEFACTORS

The Library's major benefactors include those who have provided funding for named rooms, those who have established endowments, and those who have supported collection building. The Library is also fortunate to enjoy relationships with donors who have made major gifts in kind, such as archives and personal collections. Examples of such collections are described in the Collections section of this article.

Harry C. and Nee-Chang Wong, through direct gifts and their foundation established and continue to maintain the Harry C. and Nee-Chang Wong Audiovisual Center in Sinclair Library, which opened in 1987.

(Figure 3)

In 1982, the family of William Kwai Fong Yap dedicated a room in Hamilton Library in his honor, and continue to provide for its care, maintenance, and expansion. William K.F. Yap is often referred to as the "father of the University" for his efforts in encouraging the State Legislature to establish the University and for having donated the first scholarship. One of William K. F. Yap's sons, Eugene T.C. Yap is also memorialized in a named room, the Eugene T.C. Yap Conference Room in the Hamilton Library Addition. To be opened in 2002, the room was donated by his widow and son.

(Figure 4)

Several major endowments have been established. In support of collections are the: Chinn Ho Memorial Endowment donated by the Gannett Foundation (now The Freedom Forum), Tai Hing Company to establish the Chinese Library Fund, Central Pacific Bank for the Library Fund in the Humanities, and the Ogata Family for the Kurazo and Mitsu Ogata Memorial Library Fund. Another major endowment is the Library Innovations General Endowment, established with a bequest from Arthur Goodfriend, a strong advocate of experiential learning and innovation in library services and instruction.

Major outright gifts of cash for collections include those of the Spark M. Matsunaga Peace Foundation in support of the library's first congressional archive, the Spark M. Matsunaga Congressional Papers Collection, and Hiram Fong for the Hiram Fong Congressional Papers Collection. Major gifts to help acquire the library's two millionth volume, the Banks' Florilegium, in 1985, were made in memory of Mrs. Jessica Rea by her son, Charles Pedric Rea,

his friends Thomas J. Scotese and Robert Goodhouse, and by their employer FMC Corporation, which made a matching gift. The library has also received very generous support for its Korean Collection from The Korea Foundation.

GOVERNANCE AND ADMINISTRATION

The Library is administered by the University Librarian, who reports to the Chancellor of the Manoa campus. The Office of the Associate University Librarian for Planning, Administration, and Personnel manages planning, fiscal, and personnel operations. The Office of the Assistant University Librarian for Library Information Technology manages library networks and servers, desktop computing equipment, the integrated library management system, and digital initiatives. These three positions are executive/managerial (non-faculty) positions.

Also reporting to the University Librarian are the Library Development Officer, Head of the Public Services Division, Head of the Collection Services Division, and the Collection Development Coordinator. Public Services includes seven user service departments and Collection Services includes four technical services departments, each with its own head. These positions are faculty positions. Some of these departments contain one or more sections. Department heads meet periodically as the Department Heads Group and advise the Administrative Group on matters of policy and procedure. The Administrative Group is composed of the University Librarian, Associate University Librarian, Assistant University Librarian, the two division heads, the Collection Development Coordinator, and the Chair of the

Department Heads Group. The Library Senate Executive Board, whose members are elected by the Library faculty, advise the Administrative Group on policy and personnel matters as well.

The following individuals have served as University Librarian:

1908 Ms. Caroline Green
1912 Ms Elizabeth Bryan
1919 Ms. Clara Hemenway
1922 Ms. Mary Pringle
1943 Dr. Carl Stroven
1964 Dr. Ralph Shaw
1968 Dr. Stanley West
1977 Mr. Don Bosseau
1983 Mr. John Haak
2001 Ms. Diane Perushek

FACILITIES

The UH Manoa Library, often referred to as the University Libraries, is housed in two buildings on the Manoa campus, Hamilton Library and Sinclair Library. Sinclair Library, which opened in 1956, contains the Harry C. and Nee-Chang Wong Audiovisual Center; the music collection; Reserve Book Room; older, bound periodicals, and the Computerized Learning and Information

Center computer lab. All other collections and services, including all research collections except

music are housed in Hamilton Library. Hamilton Library opened in 1968 and was expanded in 1978 and again in 2001. Materials are temporarily stored in two other buildings on campus.

(Figure 5)

Computer networking infrastructure in the two buildings has been upgraded in recent years to support a growing number of servers, workstations, and networked resources. A switched,. Fast Ethernet (100baseT) fiber optic backbone network was installed in Hamilton Library in 2000. Wireless networking is now available in parts of Hamilton Library and Sinclair Library. The Library maintains its own data communications network and more than 500 public and staff workstations in the two buildings.

(Figure 6)

One of the major undertakings of the Library in the last decade has been the planning and construction of a second addition to Hamilton Library, which opened in 2001. The University started planning the addition in the early 1980s. After a long delay, planning funds were appropriated in 1989, but only after a petition for funding was signed by 9,290 students, faculty, staff, and friends, and presented by the President of the Associate Students of the University of Hawaii to the State Legislature in 1987.

To make room in a very crowded Hamilton Library for new books and periodical volumes, the Undergraduate Collection in Sinclair Library was disbanded in 1993, and 350,000 older, bound

periodicals were moved from Hamilton to Sinclair Library in space vacated by the undergraduate book, periodical, and reference collections. Undergraduate services and staff were integrated into the general reference services of Hamilton Library.

(Figure 7)

Following several years of state budgetary shortfalls in the mid-1990s, plans for the addition were scaled back, resulting in a plan to build a smaller building. Renovation of the existing building was to include removing asbestos, improving air conditioning and reconfiguring service spaces. In 1997, the Legislature appropriated funds for construction. Completed in 2001, the new building contains 81,625 usable square feet on six floors, increasing Hamilton Library's floor area by 37 percent, to 305,000 square feet. The Addition provides 81,567 linear feet of shelving for science and technology materials; 11,175 linear feet of archives shelving, two reference service desks; 241 seats at individual workstations and tables, and in group study rooms; 50 personal computers for public use; 187 additional access points for laptops; reading rooms, the Eugene T. C. Yap Conference Room; a classroom; and a state-of-the art preservation laboratory. As part of the dedication of the new building, materials were placed in a Time Capsule to be opened in the year 2050.

(Figure 8)

Renovating the older part of Hamilton Library has required temporarily relocating one million volumes, moving most staff offices, and reorganizing service points one or more times during the

last two years. After entering the Library through the loading dock for over a year, the Library's front doors are once again open to users. Upon entering they find expanded service desks, increased numbers of computer workstations, and more comfortable reading and study areas. By the end of Fall, 2002, all library staff should be relocated to their permanent quarters.

(Figure 9) COLLECTIONS

UH Manoa has widely recognized strengths in tropical agriculture, tropical medicine, oceanography, astronomy, electrical engineering, volcanology, evolutionary biology, comparative philosophy, comparative religion, Hawaiian studies, Asian studies, Pacific Islands studies, and Asian and Pacific region public health, and offers instruction in more languages than any other U.S. institution outside the Department of State.

The Library, through its broad-based general, humanities and social science collections; strong collections in science and technology, especially astronomy, biomedical sciences, conservation, biology and evolutionary biology, marine biology, ocean and earth sciences and tropical agriculture, internationally recognized special collections related to Asia and the Pacific, and its diverse faculty and staff is well equipped to support the University's areas of excellence.

Collection development is generally managed by reference librarians and overseen by the Collection Development Coordinator, who chairs the Collection Development Management Committee and Electronic Resources Committee.

In 1995, UH experienced a major budgetary shortfall. As a result, the Library suffered the loss of 25 FTE staff due to a combination of an early retirement incentive program and frozen positions, and a severe, short-term materials budget cut of 42%. This situation affected the Library's buying power until the late 1990s when the materials budget began to be restored by the University. Today, the materials budget stands at \$6,000,000 per year, the highest in the Library's history.

Approval Plan

The Library participates in a broad approval plan whereby it receives new scholarly books from the United States and Europe via air freight within weeks of publication. These shipments contain machine-readable cataloging records that are loaded into the Library's bibliographic database. Eighty percent of these books are "shelf ready," that is, they are property stamped, labeled with call number and location, targeted with a security strip, and have a barcode used with the Library's online system. Most paper cover books received on approval are pre-bound.

Government Documents/Maps

The Government Documents/Maps department is a regional depository for U.S. Federal government documents and an official depository library for United Nations documents and publications. The Map Room maintains a collection of over 160,000 maps and charts, comprehensively covering the world with particular emphasis on Hawaii, Asia, and the Pacific and houses an extensive collection of aerial photographs of Hawaii, the former Trust Territory of the Pacific Islands, and parts of Japan. A large collection of World War II U.S. Navy aerial photographs of the Western Pacific and Southeast Asia brings the total number of photographs to more than 90,000.

Harry C. and Nee-Chang Wong Audiovisual Center

The Harry C. and Nee-Chang Wong Audiovisual Center houses more than 50,000 audiovisual and multimedia items and the equipment for using them. Special strengths include sound and video recordings of the music and chants of Hawaii, local television broadcasts, and feature films.

ARCHIVES AND SPECIAL COLLECTIONS

The Special Collections department includes the University Archives, Congressional Archives, Hawaii War Records Depository, Jean Chariot Collection, Hawaiian Collection, Pacific Collection, Trust Territory of the Pacific Islands Archives, and other archival, special and rare collections. Materials in Special Collections are housed in closed stacks.

(Figure 10)

Archives

University Archives contains photographs and manuscript collections of University of Hawaii faculty and staff. Hawaii Congressional Papers Collection contains the private papers and memorabilia of Hawaii's members of Congress, including Senator Spark M. Matsunaga, Senator Hiram L. Fong and Representative Thomas P. Gill. Senator Daniel K. Inouye has designated the Library as the future recipient of his papers. Hawaii War Records Depository is a collection of materials dealing with World War II as it affected Hawaii and its residents. It was created in 1943, during the first territorial legislature to meet after the Army declared martial law in the Islands on December 7, 1941.

(Figure 11)

Jean Chariot Collection

The Jean Chariot Collection is a major archive of documents and art works relating to the artist and writer Louis Henri Jean Chariot (1898-1979) and to those with whom he came in contact over his long career in France, Mexico, the United States, and the Pacific. The Collection, which opened in 1987 representing a bequest valued at that time at more than \$1,000,000, contains materials from every stage of Chariot's life and from every area of his activity. Included are oil paintings, mural drawings, sketchbooks, and a nearly complete collection of his prints; Chariot's

personal library of more than 1,500 items, including his own publications; many works by Paul Claudel, most of them signed; rare Mexican imprints, some possibly unique surviving copies; and many books inscribed to Jean Chariot from their authors. Also included are writings, both published and unpublished by Jean Chariot; private documents such as Chariot's daily journal, kept from the early 1920s until his death; tape-recorded interviews; correspondence with noted artists and scholars; and reminiscences on various people and events in his life. Art works and documents by or relating to other artists and scholars round out the Collection.

Hawaiian Collection

The Hawaiian Collection is the world's foremost collection of published materials about the Hawaiian Islands from the nineteenth century to the present. It dates from 1908, about a year after the founding of the College of Hawaii.

The Collection has more than 135,000 volumes relating to Hawaiian history, culture, art, and science as well as more than 12,000 reels of microfilm and 2,000 serial subscriptions. The Hawaiian audiovisual collection, housed in the Harry C. and Nee-Chang Wong Audiovisual Center, includes more than 4,500 videotapes and 3,000 sound recordings. Copies of University of Hawaii dissertations and theses are regularly added to the collection. A special effort is made to obtain publications in the Hawaiian language and their translations into English. Since 1915 the Collection has been a depository for Territorial, State, and County publications. Holdings from the Kingdom, Provisional Government, and Republic eras are also substantial. It has one of

the best collections on Captain James Cook, and maintains strong accumulations on other early voyages and travels to the Islands.

Pacific Collection

The Pacific Collection collects materials relating to the island regions of Melanesia, Micronesia and Polynesia. It began at approximately the same time as the Hawaiian Collection and is believed to be the only separate, or stand alone, collection of its type. Internationally recognized for the excellence of its holdings, the Collection is the national resource center for Pacific Islands materials in the United States. The Pacific Collection contains approximately 91,000 volumes, receives about 1,200 current serials, and has over 12,000 reels of microfilm materials. In addition, over 350 videotapes and other audiovisual materials concerning the Pacific Islands are located in the Harry C. and Nee-Change Wong Audiovisual Center.

The Pacific Collection houses the world's most complete holdings of post-World War II government documents published in the island nations of the Pacific, especially Micronesia. The Collection is a repository for all publications of the South Pacific Commission, a regional body with publications that relate to the many facets of development. The UH Manoa Library is a founding member of the Pacific Manuscript Bureau, and houses all microfilm produced in this cooperative venture to preserve archival records concerning the history of the Pacific Islands.

Trust Territory of the Pacific Islands Archives, comprising 2,169 reels of microfilm, documents the entire American period in Micronesia from 1947-1994 through correspondence, memoranda,

reports, surveys, maps, and other documents, all preserved on microfilm. More than 50,000 photographs and 2,000 slides and an index to the Archives are available.

Other Archival, Special, and Rare Collections

Some of the Library's other archival, special, and rare collections include the BHP/Gaspro Archives; Donald Angus Collection of Botanical Prints; Arthur Goodfriend Papers; HSPA (Hawaiian Sugar Planters' Association) Plantation Archives; Dole Corporation Archives of the Hawaiian Pineapple Company; 442nd Veterans Club Collection; John A. Carollo Edward Gorey Collection; John M. Kelly Print Collection; significant collections of Hawaiian music recordings collected by James Grant Cathro of Glasgow, Scotland, and Dirk P. Vogel of Minneapolis; Institute of Pacific Relations Records; Masao Miyamoto Photo Archive; and the Robert F. Walden Papers and Photographs.

Asia Collection

The nationally recognized Asia Collection dates from 1920, when the Board of Regents established the Japanese Department at UH. In 1930, the Oriental Institute was established to focus on the study of China, India and Japan. In 1962, the newly established East-West Center absorbed, with the University's agreement, the vernacular materials of the Oriental Library, and expanded the scope to include Korea and all countries in South and Southeast Asia. In 1970, the East-West Center's collection was transferred to UH to become the Asia Collection, which now

holds approximately 700,000 bound volumes and microforms, and receives more than 3,600 current Asian and Asia-related serials.

The focus of the Asia Collection's acquisitions policy is to collect materials published in and about the countries of East, South, and Southeast Asia, including Afghanistan, Bangladesh, Bhutan, Brunei, Cambodia, China including Hong Kong, India, Indonesia, Japan, Korea (North), Korea (South), Laos, Macau, Malaysia, Myanmar (Burma), Nepal, Pakistan, Philippines, Singapore, Sri Lanka, Taiwan, Thailand, and Vietnam. Russian materials related to Asia and the Pacific are collected as well. The Collection receives materials in 17 Asian languages, English and other Western languages. In general, the emphasis of the collection is on the social sciences and humanities, with selected materials on science subjects that reflect cultural traditions.

China collection

The China Collection is particularly strong in history, literature (especially traditional drama and fiction), language, philosophy, and fine arts, and has a growing collection on political and economic conditions of China, Taiwan and Hong Kong. The collection includes over 1,000 microfilm reels of news clippings about China between the years 1949 and 1962. In 1994, the Collection became a member of the Taiwan's government's Depository Library Program.

Japan collection

The Japan Collection, ranked 11th in size in North America, acquires materials on a wide variety of subjects in the social sciences and humanities, and is strong in history, language, literature and performing arts. Extensive microfilm files exist for Japanese newspapers and source materials on Hokkaido. The Japan Collection maintains interlibrary loan and document delivery agreements with Kanazawa Institute of Technology and Waseda University in Japan. Special Japanese collections include the Sakamaki/Hawley Collection of Ryukyu source materials; Kajiyama Collection of historical documents on Japanese emigration and Korea; Hokkaido Collection, the largest in the United States, on Hokkaido, Sakhalin, and the Kuriles, Nan'yo Collection; Satsuma Collection; Takazawa Collection of resource materials on postwar Japanese social movements; Performing Arts Collection covering kabuki, ningyojoruri (puppet theater), noh, kyogen, buyo, modern drama, and music; and the Oliver Statler Collection on Japanese culture, history, and art.

Korea collection

The Korea Collection, ranked fifth in size in North America, focuses on economics, history, language, literature, politics and sociology. Since 1994, the collection has participated in the Korean Collections Consortium of North America in a cooperative acquisition program funded by The Korea Foundation. UH's responsibilities in this resource-sharing program are to build a comprehensive collection on Cheju-do, architecture, urban planning, urban studies, modern social conditions, and traditional music, and focus acquisitions efforts on foreign language publications (other than Chinese, Japanese, and English). Unique microfilm holdings include the Imanishi Hakushi Shushu Chosenbon, Kyujanggak Collection and the newspaper Sinhan Minbo.

South Asia collection

The South Asia Collection emphasizes the modern period and acquires all significant English language material at the federal and state level. Other languages in which materials are acquired include: Bengali, Hindi, Pali, Prakrit, Sanskrit, Tamil, Tibetan, Urdu, and European languages. Many materials are received through the Overseas Cooperative Acquisitions Program of the Library of Congress. Cooperative and exchange agreements exist with the Center for Research Libraries, South Asia Microfilm Project (SAMP), and the South Asia Consortium for the West (SACWEST) that includes University of California at Berkeley, UCLA, University of Texas at Austin, and University of Washington.

Southeast asia collection

The Southeast Asia Collection is especially strong on contemporary publications from Indonesia, Thailand and Vietnam. Materials from Malaysia, Indonesia and Singapore are received through the Overseas Cooperative Acquisitions Program of the Library of Congress. As a participant in the program, UH has assumed responsibility for collecting local government publications from the East Indonesian provinces of Irian Jaya, Nusa Tenggara and Maluku. Other special holdings of Southeast Asian materials include the Sino-Vietnamese Collection of the Ecole Francaise d'Extreme-Orient, Hanoi, and the Nederlandsche Oost-Indische Compagnie archives on East Indonesia and the Philippines of the 17th and 18th centuries.

DIGITAL LIBRARY PROJECTS

The Library's Digital Archive includes six collections and an exhibit of photographs. A \$100,000 National Leadership Grant from the Institute for Museum and Library Services in 1998 and other grants have made many of these resources possible. The first locally digitized items were photographs in the Trust Territory of the Pacific Archives that became available to library users in 1993. The first digital collections on the Library's Web site were the Jose Guadalupe Posada broadsides from the Jean Chariot Collection followed by the Donald Angus Botanical Prints, both of which were made public in 1998. The Americans of Japanese Ancestry Timeline exhibit was placed on the Web in 1999.

Jean Chariot Collection

Materials digitized from the Jean Chariot Collection include images of selected Murals and Monumental Sculpture and about 200 broadsides by Jose Guadalupe Posada (1852-1913), whose prints and broadsides were familiar to many Mexicans when Chariot first encountered them in 1921.

(Figure 12)

Hawaiian Language Newspapers

Hawaiian Language Newspapers includes images of newspapers published from 1834 to 1948. The newspapers include stories, chants, photographs, advertisements, political notices, and

letters to the editor, and document a unique period in Hawaiian and American history. They also present the Hawaiian view of historical events, genealogy and culture.

(Figure 13)

Hawaii War Records Depository

Hawaii War Records Depository (HWRD) was created in 1943 to document the impact of the war upon Hawaii and its populace. HWRD showcases approximately 1,325 photographs of which 300 are clearly identified from Hawaii's two major English language newspapers and have been scanned with permission.

(Figure 14)

Trust Territory Photo Archives

Trust Territory Photo Archives contains over 52,000 photographs and visually documents nearly 50 years of programs in education, health, political and economic development in the Micronesian archipelagoes of the Marshalls, Carolines and Marianas during the U.S. administrative period from 1947 to 1994.

(Figure 15)

Donald Angus Botanical Prints

Donald Angus Botanical Prints includes illustrations that were published in monographs and journals mainly in the 18th and 19th centuries. They reflect the enthusiasm of scientists, and the popularity of the exotic flora being introduced and cultivated in European botanical gardens. The 49 prints displayed on this Web site were transferred in 1998 to Hamilton Library from the Bishop Museum Donald Angus Collection.

INNOVATION IN SERVICES

Library services in the last quarter century have become increasingly proactive.

External Services Program

Expanding information technology capabilities enabled the University to launch an External Services Program in 1993 to provide fee-based services to the non-UH community. A joint project of the Library and the UH Office of Technology Transfer and Economic Development, the experimental research and document delivery program was innovative in its provision for library faculty to perform database searches and conduct customized research on a consultation basis. Today, the activities of the Program are part of the Library's Access Services Department. While customized research is no longer offered, document delivery to the non-UH community continues.

Library User Instruction

A strong focus on library user instruction from the 1970s to the early-1990s strengthened the Library's relationships with faculty and students. By 1992, a record number of students, more than 9,000, were taught library research skills in over 700 formal sessions taught by UH Manoa Library faculty. More recently, librarians have created Web pages tailored to the interests of students and faculty in the teaching departments. Such pages provide course-specific information and links to the Library's catalog and online resources. In addition, the Library faculty's strong commitment to students resulted in the digitization of Hawaiian language newspapers in response to the students' need for Hawaiian language study materials. Library faculty now teach several sessions of library instruction in the Hawaiian language each year.

(Figure 16)

Library Web Site and Online User Instruction

The Library's first official Web site was introduced in 1996 to provide information about the Library and its resources. The site was redesigned in 2001 and includes access to licensed databases, electronic journals and books, reference tools, digital collections, and library instruction tutorials. Web-based services allow users to ask reference questions, activate their library cards, request paging of items in closed collections, request interlibrary loans and document delivery, renew books, place holds on books, place items on reserve for courses, report catalog errors, and suggest book purchases. (<http://libweb.hawaii.edu/uhtmlib/index.htm>)

Innovations in online user instruction include the production of basic library instructional materials in CD-ROM format for distribution to faculty, students and remote users; online tutorials; and a *Basic Library Research Handbook*.

(<http://www.hawaii.edu/infoliteracy/guides/index.htm>) The Library Instruction Online Headquarters provides access to locally developed self-paced tutorials and selected tools from other institutions to help students who have little exposure to large academic libraries. Faculty who incorporate basic library instruction into a class can assign the tutorials and have built-in quizzes automatically delivered to their email accounts. (<http://www.hawaii.edu/infoliteracy>)

Computerized Learning and Information Center

A major example of a proactive approach to service was the opening of the Computerized Learning and Information Center, a computer lab with 80 workstations, in Sinclair Library in 1988. As a joint venture with the UH Information Technology Services division, the Library provided space for the lab in order to create a place where students could learn about information technology and use it in fulfilling their course assignments.

Distance Learning

In the early 1990s, the Library participated in designing University-wide library services for UH Manoa distance education students taking courses on other islands. The University's expanding distance learning program prompted a Western Association of Schools and Colleges'

examination of services in 1991. Association of College and Research Libraries' 1989 guidelines for Extended Campus Library Services were used as basic principles, but distance learning librarians established standards for access and quality. Intercampus library collaboration and coordination resulted in: standardized interlibrary loan and reserve collection procedures and faster turn-around time, cost-shared electronic database acquisition for system-wide access, Web-based service information and an information skills tutorial, and over \$350,000 in University allocations to the Library to support distance learning services by 1999. In Fall, 1999, there were more than 3,600 students enrolled in distance delivered courses throughout the UH system.

User Instruction Award

The Library received the 2001 Association of College and Research Libraries' Instruction Section (IS) Innovation in Instruction Award for its Library and Information Science (LIS) 100 course, "Libraries, Scholarship and Technology," which represents the joint effort of three library and one non-library faculty members. The course integrates information literacy into a learning community approach to the freshman experience, emphasizing the role of libraries. Its purpose is to introduce students to the major elements of scholarship, and to the nature of investigation, discussion and creation of knowledge in a university. The award recognized the four faculty members' innovative approach to information literacy instruction.

INNOVATION IN MANAGEMENT

Migration to Endeavor Voyager Library Management System

The migration of all UH campus libraries from the CARL integrated library system to the Endeavor Voyager library management system is an example of how a different approach to decision making resulted in a successful project. Rather than managing the migration centrally as had occurred with earlier systems, the University Librarian chose to create a steering committee composed of members representing all major UH libraries and key functional areas. He appointed the Head of the UH Manoa Library's Library Information Technology Division to chair the committee and coordinate the selection and implementation of a new system. To perform its work, the committee created cross-institutional functional subcommittees for access services, acquisitions/fiscal operations, cataloging, serials, public access catalog, technical operations (systems), and training. The chairpersons of the subcommittees served as members of the steering committee. The Web has been used extensively to record the discussions of the committees, which were made available to all interested staff. The steering committee stressed the importance of gathering input from a wide variety of stakeholders and making decisions by consensus.

A major decision made by the steering committee was to place all UH library bibliographic, holdings, and patron records into a single, shared database to make it easier for students and faculty to discover where materials were held and to facilitate system-wide borrowing. This was a major change from each library having its own database in the CARL system. Due to software functionality issues, the decision to create a single database resulted in the need to formulate system-wide policies and procedures regarding circulation, cataloging, and acquisitions. The

functional committees created for the migration project have taken on the new role of system-wide policy makers and have helped the UH libraries work together more closely as a system. As an example, a new circulation policy has been adopted by the University of Hawaii Library Council that standardizes loan periods and makes it possible for library users to borrow and return materials and pay fines at any library in the system, regardless of which library owns the copy of the book borrowed.

University of Hawaii Library Council

The UH Library Council is itself an example of innovation as it has broadened its focus in recent years from the UH community colleges to library cooperation system-wide. The Council is composed of the head librarians of each campus and meets monthly to develop policies, procedures, and consortial licensing agreements to insure that information resources are available equitably to all UH students and faculty.

Preservation

The physical care of materials is critical given a growing collection of unique archives and special collections and the fact that Hawaii's subtropical environment accelerates the deterioration of library materials. To insure the preservation of heritage collections and rare materials for future generations, the Library restructured its Marking and Mending Unit into a Preservation Department in 1990. A specially designed facility for the Preservation Department was included in the addition to Hamilton Library that opened in 2001. The facility has a

conservation laboratory for treatment of deteriorating and damaged materials including the prints, drawings and maps in the special collections. It has two state-of-the-art Wei-To freezers, that are designed to treat materials for insect infestation as well as to dry water-damaged books.

The Preservation Officer and her staff work with the Library's subject and regional specialists to determine appropriate treatments for at-risk materials, such as stabilizing originals when possible or making microfilm, photocopy or digital facsimiles. The Library is monitored on a regular basis, and all incoming gifts are treated for pest infestation by freeze extermination. The 1999 Western Association of Schools and Colleges' accreditation report applauded the Library's "model preservation program" which has improved the overall condition of the collections.

(Figure 17)

CONCLUSIONS AND FUTURE

Three major projects of the last five years — migrating to a new library management system, expanding and renovating Hamilton Library, and renewing its instructional program — have placed great demands on the Library's faculty and staff. As the Library plans for the future, collection development, which has received less attention in recent years due to reductions in staff and budget, and expansion of access to electronic resources University-wide are expected to receive increased attention.

The migration to a new library management system has left the Library with backlogs in its processing departments due to the need to create policies and revise work flows to maintain the integrity of a database shared with twelve other libraries in the UH system. The partial migration of serial records from the old system has resulted in the need to de-duplicate bibliographic records, create check-in records, and assign publication patterns, for the most part a very time consuming, manual task. Output of the Cataloging Department has also been affected as post-migration work has been undertaken.

The Library recognizes that digitizing unique resources of value to scholars is an important responsibility of a major research library, as is the development of portal interfaces to make resource discovery easier for students and faculty. The new position of Assistant University Librarian for Information Technology has been created to lead the Library in these endeavors.

With recently updated strategic plans for the University and the Manoa campus recognizing the importance of library services, it appears likely that UH Manoa Library will continue to strengthen its ability to support the teaching, research, and service missions of the University. Under the direction of its new University Librarian Diane Perushek, the library faculty expect to "strengthen library resources and enhance the system-wide digital library service with additional electronic system-wide databases," which is an action strategy identified in the University's strategic plan. (2) Furthermore, one of the Manoa campus' benchmarks of success is that "our library ranking according to the Association for Research Libraries [will improve] from 67th [actually 68th] to 40th (our former ranking)." (3)

Given new leadership, strategic direction, and a dedicated faculty and staff, the University of Hawaii at Manoa Library will continue to develop and deliver services and collections appropriate for the students, faculty, and scholars of the 21st century.

ACKNOWLEDGMENTS

The author would like to thank the following colleagues and departments of the University of Hawaii at Manoa Library for their direct or indirect assistance in the writing of this article. Martha Chantiny; Lynn Davis; Jean Ehrhorn; David Flynn; Randy Burke Hensley; Paula Mochida, Bron Solyom; Asia Collection; and Special Collections.